

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

Service Delivery Guidelines

Applicants for Department on Aging funding to provide **Programs in The United Community Center- Senior Center** during 2015 must comply with and incorporate the following guidelines in their proposed program.

Where indicated in **bold type**, applicants must include a description of how they will meet specific guidelines in the appropriate sections of Exhibit I, Description of Proposed Programs and Services, of the Department on Aging proposal form.

1. Eligible Applicant Agencies

To be eligible to apply for funding, applicants must meet the following conditions:

- a. The applicant must be a legally incorporated nonprofit agency operating a multipurpose senior center renovated or acquired with the use of federal or state senior center grants approved by the Milwaukee County Commission on Aging.
- b. The applicant's board, staff, and participants must primarily be members of ethnic or culturally diverse populations. (as defined by the Wisconsin Bureau on Aging).
- c. The proposed program must be located in an area of Milwaukee County having a high concentration of minority and or low-income minority older persons as documented by the most recent U. S. Census.
- d. The applicant's proposed programs must be designed to meet the special economic and cultural needs of low-income minority older adults.

2. Required Programs and Services

If chosen for funding, applicants will be required to provide the following programs and services either directly or by providing facilities to another agency:

- a. To develop, promote, and maintain recreational, social, cultural educational programs designed to lessen the isolation of low-income minority older adults.
- b. Provide meal site supervision for the Milwaukee County Senior Meal

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

Program congregate meal site as outlined in the "Program Service Guidelines/Specifications" Part B – (Attached)

- c. Information and Assistance to older persons seeking to obtain needed services.
- d. Outreach services, including: making home visits in neighborhoods adjacent to the center to identify older adults who might benefit from the center's activities and vulnerable, homebound older adults in need of services; determining the specific services they need; referring such persons to appropriate agencies; and following up to see if needed services have been provided.

3. Program Goals and Objectives

Applicants must specify measurable program goals and objectives and the methods and time frame to achieve these objectives. The objectives should relate to the proposed programs and services. The methods should specify the operational or quantitative steps to accomplish the objectives and measure the outcomes. The time frame should indicate when the goals and objectives would be completed. **(Section 2.0, 2.F. of Exhibit I)**

4. Program Outcomes

The provider will be required to implement and measure three outcomes in 2015. These three outcomes along with implementation guidelines and measures must be stated in the proposal.

First outcome assigned in 2015 for this program is that 85% of the members surveyed will feel welcomed at the center and will rate the programming, activities and services at the senior center at four or better on a five-point scale. This will be measured by annual survey. The provider will be responsible for distributing these surveys as well as collecting and reporting the data to MCDA contract staff.

The second outcome for 2015 is that at least 40% of the membership participates in one wellness and health related program, activity, or event in 2015.

The third outcome for 2015 for this program is that by December 31, 2015 membership will increase by at least a 3% from 2014.

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

The agency should specify steps to accomplish objectives and measure the outcomes.

5. Program Activities and Requirements

- a. If funded, centers must be open to participants at least eight hours per day, five days per week. Applicants must indicate their days and hours of operation during 2015. **(Section 2.0, 4. D. of Exhibit I)**
- b. Applicants must clearly describe each program or service to be supported under a Department on Aging grant during 2015, including the frequency with which the program or service will be provided and the estimated number of persons to be served by that program or service each month. **(Appendix 8 to Exhibit I)**
- c. Applicants must include in their application a list of programs and services provided by other agencies that will be conducted at their center. Such description must include the names of the agencies providing these services and the frequency with which each program or service will be provided. These programs and services must meet the diverse population that attends the center. **(Appendix 9 to Exhibit I)**
- d. Applicants must cooperate with the Department on Aging to provide a diversity of services in their centers and to promote the maximum use of these centers by Milwaukee County's older adults.
- e. By submitting an application for funding, the applicant is assuring that it is willing to make available a portion of its facilities for other programs and services sponsored by the Department on Aging, including but not limited to, employment, legal advocacy, adult education, and outreach.
- f. Applicants must state in their application how they will encourage other service providers to provide culturally sensitive services at their center. **(Section 2.0, 8. A. of Exhibit I)**
- g. Applicants must clearly describe how they will coordinate the activities of their proposed program with the activities of other agencies and groups providing services to Milwaukee County's elderly. **(Section 2.0, 8. A. of Exhibit I)**

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

- h. Applicants must be willing to perform other activities that may be mutually agreed upon and included in a Department on Aging contract.
- i. Applicants must clearly show how their center's proposed activities insure that health and social services are known and accessible to elderly persons who have the greatest economic and social need as defined by the Older Americans Act. The Older Americans Act of 1965 defines these terms as follows:

"The term 'greatest economic need' means the need resulting from an income level at or below the poverty levels established by the Office of Management and Budget.

"The term 'greatest social need' means the need caused by noneconomic factors which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation including that caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently."

**(Section 2.0, 2. E. of Exhibit I)**
- j. If funded, the applicant must maintain accurate monthly records of services provided to older adults under a Department on Aging contract. These records must include the number of persons served by each program or service and the dates on which such services were provided. Submission of monthly reporting must be done in a timely manner.
- k. Applicants must clearly describe how they will seek funds other than those provided by the Department on Aging.  
**(Appendix 10 to Exhibit I)**

**6. Center Operations and Maintenance**

- a. Operation and maintenance of a senior center consists of performing all tasks necessary to insure the health, safety and comfort of center participants and staff, and the general maintenance of the center's building, grounds and physical plant in accordance with state and local codes. These tasks include, but are not limited to: regular cleaning, lawn

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

care, and snow removal, and the maintenance of all heating, ventilation, air conditioning, plumbing and electrical equipment in accordance with state and local codes and manufacturers' specifications.

- b. The provider must make sure that the senior center is in full compliance with the American Disability Act, that there are no physical or social barriers that would impede frail and disabled seniors from accessing and participating in programs.
- c. Required tasks also include making minor building, landscaping and equipment repairs to the extent that available funding allows consistent with the provision of required programs and services at the center.
- d. The provider must at all times maintain the facility in a condition that meets all state and local fire, health, building, and safety codes, and arrange for the center to be regularly inspected by officials authorized to enforce these codes, including the posting of the emergency evacuation plan for each center in an area where it can be easily seen by staff and members.
- e. Applicants must clearly demonstrate the ability to comply with these requirements before a contract will be executed.
- f. Applicants must provide a copy of a plan providing for the safety of center users in the event of a fire, natural disaster or other life threatening situations. **(Appendix 11 to Exhibit I)**
- g. Applicants must demonstrate knowledge of information and assistance and emergency services. **(Section 2.0, 8. A. of Exhibit I)**
- h. Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:
  - (1) General liability,
  - (2) Automobile liability,
  - (3) Worker's compensation, including a waiver of subrogation;
  - (4) Employee dishonesty; and
  - (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

- i. Applicants must maintain property and theft insurance in amounts deemed satisfactory by the Department on Aging on all property and/or equipment purchased with public funds.  
**(Section 2.0, 6. B. of Exhibit I)**
- j. Applicants are encouraged, with the consent of center users or their representatives, to bring to the attention of appropriate officials conditions that place center users in danger.
- k. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency.
- l. Applicants must fill out mandatory incident reports for injury, accident or incidents of crime. Form must be forwarded to the Department on Aging within a 24-hour period. (Attachment to RFP)
- m. All facilities housing programs funded under a Department on Aging contract must meet all state and local fire, health, building and safety codes and be regularly inspected by officials authorized to enforce these codes.

**7. Unacceptable Program Activities**

- a. Activities that violate the terms of a Department on Aging program contract or these Specification/Guidelines.
- b. Activities unrelated to serving older adult center participants
- c. Activities or policies that inhibit any eligible resident of Milwaukee County from using the center.

**8. Eligible Clients**

- a. All clients must be 60 years of age or older and live in Milwaukee County.
- b. Priority must be given to older adults having the greatest economic or social need as defined by the Older Americans Act.
- c. Priority for service must be given to current clients of this program. Preference will be given to applicants able to guarantee continuity of equivalent services to current clients of this program. Applicants must clearly describe how they will guarantee continuity of equivalent services to current clients. **(Section 2.0, 2. A. of Exhibit I)**

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

9. Identification of Clients

Applicants must clearly describe how they will identify and encourage eligible clients to use their center. **(Section 2.0, 2. A. of Exhibit I)**

10. Follow-Up of Client Referrals

a. Applicants must clearly describe how they will provide follow-up to clients referred for services to other programs to determine:

- (1) Whether the service was performed to the client's satisfaction;
- (2) Whether the client requires other services that may be available in the community, e.g. transportation, homemaker services, and whether these additional services were obtained. **(Section 2.0, 8. A. of Exhibit I)**

b. All follow-up activities must be documented in the agency's client referral log or other suitable record.

11. Program Personnel, Training and Equipment

a. Applicants are expected to submit job descriptions, including annual salary and hours worked per week, for all personnel employed in their program. **(Appendix I of Exhibit I)**

b. Recognition will be given to those programs that will employ Bilingual older adults age 45 or older in the provision or administration of services.

c. Personnel funded wholly or in part by the Department on Aging must spend a percentage of their time on Department on Aging supported activities equal to the percentage of their compensation paid with Department on Aging funds. If total position paid by Department is for Senior Center, then position shall do their work solely in the Center.

d. Applicants must clearly indicate how personnel providing services will receive specialized training in the following areas:

- (1) Awareness of the special needs of older adults.
- (2) Maintenance of accurate records of services provided under a Department on Aging contract.  
**(Section 2.0, 3. C. of Exhibit I)**

**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

- e. Applicant centers must be equipped with a first aid kit and blankets.
- f. Applicant centers must be equipped with an adequate number of smoke detectors pursuant to consultation with state or local fire authorities.
- g. As part of on-going training, all program personnel must participate in regular staff meetings to keep informed of overall program activities and developments. Staff shall be offered opportunities to attend training sessions related to older adult issues.
- h. At least one staff person directly involved with program participants must be currently certified in first aid and cardiopulmonary resuscitation.  
**(Please attach a list of the names of certified staff as Appendix 12 to Exhibit I)**

12. Program Organization

- a. Applicant must clearly show the lines of responsibility within the proposed program and the relationship of the program to its parent agency, if any.  
**(Appendix 2 to Exhibit I)**
- b. Applicants must clearly identify the individual(s) within the Program and/or agency who will be:
  - (1) Solely responsible for the program,
  - (2) Authorized to sign for the agency and the program,
  - (3) Authorized to receive checks for the program,
  - (4) Responsible for fiscal and budgetary matters,
  - (5) Responsible for data reporting and monthly reporting forms,
  - (6) Responsible for handling consumer and clients complaints with respect to program activities.**(Appendix 13 to Exhibit I)**
- c. The provider of this service must maintain written records listing all expenditures and all activities funded each month under a Department on Aging contract. The records shall indicate the nature and amount of each expenditure and the nature, frequency, and approximate number of persons served by each activity.

13. Contributions

Applicant must provide Department on Aging clients with the opportunity to make a voluntary contribution toward the cost of the services they receive in accordance with Department on Aging policies. Agency must provide a copy of their contribution policy.



**Section VI-A**  
**2015 Department on Aging**  
**Part A - Program Service Guidelines/Specifications**

14. Reimbursement

Services provided under this program will be reimbursed on the basis of actual costs as identified in the approved program budget.

15. Billing and Reporting

Using forms provided by the Department on Aging, the provider must submit to the Department by the fifth working day of each month reports indicating the previous month's expenditures and the services provided under this program. All providers will be required to implement the National Aging Program Information System (NAPIS), to fulfill state and federal reporting requirements.

16. Coordination with required trainings, Senior Center Round Table and Latino Aging Network

Applicant agrees to designate staff person(s) who will participate in any training required by the Department on Aging to enhance and update the knowledge base in order to effectively provide service to the older adult. Applicant must participate in Senior Center Round Table and Latino Aging Network meetings to learn about beneficial information and to collaborate and share with other senior centers countywide.

17. Shared Facilities

If the applicant plans on using the facility for intergenerational activities, it may use Department on Aging funds to support only:

- a. that part of the facility used by older people in intergenerational activities, this will require approval in advance from the Department On Aging contract monitor
- b. a proportionate share of the cost based on the extent of use of the facility by older persons or intergenerational activities, this will require approval in advance from the Department on Aging contract monitor.

**\* The contract in this program will be awarded for the period January 1, 2015 to December 31, 2015. At the option of the Department on Aging, and with the agreement of the provider, this contract may be extended annually for each of the two succeeding calendar years without Request for Proposal. This extension will be contingent on satisfactory performance by the provider, sufficient funding, and approval by the Board of County Supervisors.**